

H.E. Anderson Company

Terms & Conditions

Effective January 1, 2006

CREDIT CARDS – We accept MasterCard and VISA.

OTHER TERMS – Net 30 days to open accounts. CREDIT – Open account to firms with satisfactory credit ratings. Schools, state and local governments and federal agencies have open account if they supply a written purchase order. All others, payment with order or C.O.D. Contact us if you would like to apply for open account privileges.

INVOICING – \$5.50 service charge for any order less than \$25.00 net. There may be additional charges for extra forms, certified drawings, or other requirements added by the customer.

RETURNS – Before returning items for warranty replacement or credit you must call H.E. Anderson Co. for a return authorization (RMA) number. RMA numbers may be obtained by calling (800) 331-9620 or (918) 687-4426 weekdays, 8:30 a.m. to 4:30 p.m. central time. Returns for credit are limited to transactions less than six months old, and are subject to a 20% restocking charge. Collect shipments will not be accepted.

PRICE QUOTATIONS – *Only written dated quotations will be honored.* All other pricing is subject to change without notice. We are not responsible for typographical errors. All pricing is F.O.B. Muskogee Oklahoma, U.S.A., and will be the price in effect at the time the order was received if standard shipping terms apply. For blanket orders or delayed shipment orders, the price will be that in effect at time of shipment.

SHIPPING – The customer pays shipping. We normally ship via UPS, USPS, or common carrier. We will honor special shipping requests if possible and practical, but *Special requests must be included with each order. We are under no obligation to honor special requests and terms if not presented in writing on the front face of the original purchase order.* Service fees may be applied to cover costs of complying with special terms and requests.

REPAIRS – Send equipment prepaid to us. Include chemical valves, but do not leave them attached to pump. Include your billing and shipping addresses, and record the model and serial numbers for your records. A note with a brief description of the trouble is helpful. *Include a UPS delivery address and contact name and number or email address.* Schedule of service charges:

Rebuild Like New (With 6 month limited repair warranty) \$52.00 labor plus parts at our discretion, and replacement of any damaged or missing parts, including valves, tubing, & cosmetic defects.

Rebuild (With 6 month limited repair warranty) \$52.00 labor plus parts at our discretion.

Repair (With no warranty) \$52.00 plus parts at customer's discretion.

There is a \$31.00 labor charge for each additional pumper.

